Fields of Opportunities

STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

To: Legislators
Fr: Charles J. Krogmeier, Director, Department of Human Services
Re: Update on DHS projects #8 - Child Care Management Information System (KinderTrack)
Date: October 16, 2009

The new Child Care Management Information System, known as KinderTrack (KT) is a web-based, interactive system that can be accessed by DHS, families enrolled in the child care assistance program, child care providers, and the general public. This system replaces 30 year old systems, which were essentially designed as payment systems.

KT provides for overall management of all aspects of child care including child care regulation and the child care assistance program.

Components of the KT system

There are five portals on the front web-page which is accessed through the Internet:

Portal	Who Can Access	Content
Families	Families (Secure Access)	• Application for Child Care Assistance (CCA) • Eligibility Calculator • Ability view to their own case information • Ability to contact DHS worker
Child Care Providers	Child Care Providers (Secure Access)	• Apply to become a registered child development home • Apply to receive CCA payments • Submit electronic CCA billing information • View status of billing • Download needed regulatory and CCA forms • Ability to contact DHS worker • Information links if interested in opening a center
Search for Child Care	General Public	• Search for child care providers by location (city, county, zip code), provider name, type of care (center or registered home), special needs, weekend care, QRS rating
Child Care Reports	General Public	• Access center licensing reports, including last evaluation, complaints (Soon) • Access child development home reports (as new evaluations are completed)
Training Registry (in development)	Child Care Providers (personal accounts) Training Organizations	• Load training opportunities • Search for training opportunities • Maintain training records

DHS staff, on the backside of KT, are allowed to:
- Review family CCA applications and contact family for additional information as needed.
- Review registration and CCA applications and contact provider for additional information as needed.
- Notice of Decisions are prepared in KT and sent to central print for printing and mailing to families and child care providers.
- Review and approve CCA payments on line.
- Review child care provider training records for compliance. (soon)

Current Status

A six month pilot was conducted in the Council Bluffs part of the state which included DHS, child care providers and families to test and re-engineer the system to improve functionality.

Beginning in July 2009, DHS began 'rolling out' KT by DHS service area. As a part of each 'roll out', child care providers in the service area are notified and are provided training and technical support the first two weeks of the 'roll out'. DHS has also provides on-line 'helps', technical support through an email address, and a help desk (800 number) for providers needing assistance. Means for on-going technical support for providers are being explored.

DHS staff are also provided training at the time of the 'roll out' and on-going technical support.

Three DHS service areas (Council Bluffs, Ames and Dubuque) have been 'rolled out' and are fully on-line with KT. The Davenport service area is currently being brought on-line. The Waterloo, Cedar Rapids, Des Moines and Sioux City services areas will be brought in between now and the end of calendar year 2009.

The training registry, as a separate component with its own portal, is in the development stage. Providers have been involved in the development of the training registry. Testing and piloting with DHS, child care providers and training organizations is scheduled early in January 2010.